

COMPLAINTS PROCEDURE 2022

Introduction

Although quality and objectivity has always been a focus point for the *STN* it is possible for any organisation to make mistakes or for participants to feel disadvantaged for another reason. In order to deal with these type of issues the *STN* has established the complaints procedure below.

The procedure describes who can complain, about what and how a complaint will be handled during a competition.

Complaints procedure

1. Costs

The costs for submitting 1 complaint is 50 Euro and has to be born by the complainer. If the complaint turns out to be valid, this 50 Euro will be returned to the complainer.

2. The complaints committee consists of the following three members : 1- complaints official 2- jury coordinator 3- a member of the main jury

3. The complaint will be written down on the complaints form. This form is available at the administration table. The form has to be handed over to a competition steward within one hour after the incident has taken place.

4. The complaints committee will discuss within the committee the complaint as it was written down. Afterwards they will hear the complainer or his or her coach or representative.

5. The committee will provide to the complainer an additional explanation to their final conclusion.

6. The conclusion of the committee is final.

7. The findings of the complaints committee, the main jury and the complainer will be captured on the complaints form and copied by the administration.

Archiving

The file and related other documents and transcripts will be archived by the complaints official.

Confidentiality

All parties involved are entitled to see and get copies of all information that during the complaints procedure are used by the complaints committee to come to a conclusion.

None of those involved in the procedure are allowed to share with third parties information regarding the complaint before the procedure has been completed.